

# RightFit Protection Services

Service Delivery	
Uptime guarantee	98% (connection to Philips Remote Network required)
Transition assist	Optional
Labor	
Labor coverage	Monday – Friday 8 a.m. – 9 p.m. (includes first year warranty)
On-site response	4 hours upon customer request where available
Planned maintenance	Monday – Friday 8 a.m. – 9 p.m.
Preferred labor rates	Included
Diagnostic licensing, documentation, and customer engineer education	Optional
Parts	
Standard parts coverage	Included
Parts delivery	Earliest available next day
Strategic Parts Coverage	
Magnet Maintenance Package (Cryogens, Magnet Insurance, Coldhead)	Included
Surface coils	Included
Chiller coverage	Optional
Crystals and Photomultiplier tubes (PMTs)	Included
X-ray tubes, image intensifiers, detectors	Included
Pools	
Parts and strategic parts pools	Optional
Labor pool	Optional
Combination pools	Optional

Lifecycle	
Philips Technology Upgrades (PTU)	Optional
Software and hardware updates (Reliability and Performance Enhancement)	Included
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 20% off (not available for glassware purchases, excludes UPS)
Customer Care Solutions Center	
Remote services	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions Enhancements	
Service Management Reports	Philips Service Information, Customer Loyalty Meetings Annually
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional
Philips Healthcare Consulting	Optional

Availability of all options depends on system type and software release levels.